

NCTracks Go-Live Preparation

Obtaining User Access For Go-Live on July 1, 2013



Agenda

- Introduction
- Essential “W”s
- Understanding “Roles”
- User Request Form + Sample Approval Email
- Demo
- Process Flow Recap
- DPE List and FAQs

Introduction

- Objectives of Training Session
- Getting Your Team Access to NCTracks is Vital (This presentation will show you how easy this is!)
- NCTracks Consists of Three Portals
 - Provider Portal
 - Recipient Portal
 - Operations Portal
- Most State Users Only Require Operation Portal Access
- This Presentation and the Associated User Access Request Forms are for *Operations Portal Only*

Essential “W”s

- **Who:** All Managers or Approved Security Officials Responsible for Users Requiring NCTracks Access from 7/1 (Note: Users Can Complete If You Guide Them)
- **What:** Each User Will Require a Completed and Approved “User Request Form”
- **When:** All User Request Forms Must Be Submitted and Approved on or by **Monday, June 3rd, 2013**
- **Where:** Forms Must be Submitted Online and Approved via Email. Online Forms Available from Mon, 5/20/13
- **Why:** If Not Done, Access to NCTracks Will Not Be Possible 7/1/13 and Your Business May be Impacted!

Understanding “Roles”

* Understanding “Roles” is **vital** to requesting the correct access to NCTracks *

- Much of NCTracks Security is Based on the Concept of “Security Roles”
- Roles Can Be Compared to Job Functions
- Roles Control What Functions of the System You Can Access
- Users May Require More Than One Role
- Your DPE and the OMMISS Team Are Here To Help!

NCTracks Go Live User Request Form

User Information

- The Basic Demographic Information is Very Straight-Forward
- Must have an NCID Prior to Completing the Online Request
- User/ Manager Can Resubmit Anytime on or by 6/3/13. Most Recent Approved Request Takes Precedence

Select Access Type: State

USER INFORMATION

Requested Start* [yyyy-mm-dd]

2013-07-01



Requested End [yyyy-mm-dd]



Agency*

Department*

Select...



Division*

Select...



Section*

Select...



NCID*

Last Name*

First Name*

Middle Initial

NCTracks Go Live User Request Form

Approver Information

- Approver's (Manager or Security Official) Information is Essential
- **Accurate User and Approver's Email Addresses Are Vital**
- Approver's (Manager/ Security Official) Email Approval Required
- Emails Triggered to User, Approver, and OMMISS PSO
- Emails Will Have Request Details + Instructions On Next Steps

Approver's First Name*

Approver's Last Name*

Approver's NCID*

Approver Email*

Approver Phone* [9999999999]

Approver Title*

NCTracks Go Live User Request Form

Sample Email

- Emails Triggered to User, Approver, and OMMISS PSO From NCTracks_GoLive_Access@dhhs.nc.gov
- Emails Will Have Request Details + Instructions On Next Steps

Subject: FW: NCTracks Go Live Access Request - JAZZYJEFF

From: NCTracks_GoLive_Access@dhhs.nc.gov [mailto:NCTracks_GoLive_Access@dhhs.nc.gov]

Sent: Thursday, May 16, 2013 3:49 PM

To: Culpepper, Chris; Gedela, Sunil

Subject: NCTracks Go Live Access Request - JAZZYJEFF

Sunil,

Al Bama has requested access to the Replacement MMIS NCTracks production system from go live on 7/1/13. Details of the access request are below. **Please review and hit "reply all" with "APPROVED" or "DENIED" in the body of the email.**

OMMISS Tracking #: 22

Requested Date: 7/1/2013

Requested Start: 7/1/2013

NCTracks Go Live User Request Form

A Sample Process Overview

- **Online User Request Form -**

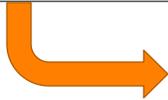
<http://ncmmis.ncdhhs.gov/regionRequest.asp>

+

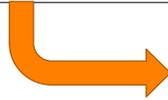
An Illustrative Approval Email

Process Flow Recap!

Fill Out Online
Form (roles,
demographics)



Submit Form
(check entries)



Receive Email
(review request)



Reply to Email
("Approved" or
"Denied")



Form Location

<http://ncmmis.ncdhhs.gov/regionRequest.asp>

Agency DPEs/ Contacts

(DPE = Division Program Executive)

| | | |
|-----------------|-------------|--|
| Sharon McDougal | DMA | sharon.mcdougal@dhhs.nc.gov |
| Linda Pruitt | DMA | linda.pruitt@dhhs.nc.gov |
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| Thelma Hayter | DMH | thelma.hayter@dhhs.nc.gov |
| Linda Rascoe | DPH | linda.rascoe@dhhs.nc.gov |
| Anne Braswell | ORHCC | anne.braswell@dhhs.nc.gov |
| Larry Huffman | Controllers | larry.huffman@dhhs.nc.gov |
| Charles Haywood | DOJ | chaywood@ncdoj.gov |
| Donny Gainey | DIRM | donnie.gainey@dhhs.nc.gov |

FAQs - One

- **When is the deadline for user access request form submission?**

Monday, June 3rd, 2013 (and submission starts on Mon, 5/20/13)

- **What is OMMISS? What is NCTracks?**

Office of Medicaid Management Information Systems Services, part of DHHS, is managing the 7/1/13 transition of the legacy Medicaid system to a new system called NCTracks.

- **When do I access the form? Where is the online form?**

Access the form from now thru' 6/3/13 at

<http://ncmmis.ncdhhs.gov/regionRequest.asp>

- **What if I need help or have questions?**

Your DPE will be the point of contact.

FAQs - Two

- **What about requests for NCTracks access made after Go Live?**

A different process will be followed. Contact your DPE for information.

- **Can the form be resubmitted?**

Yes, but include all details again. Most recent approved request will be the sole request acted upon and overrides earlier submissions.

- **Can my users/ direct reports submit the forms and I, the manager/ security official, approve?**

Yes, but you need to guide the user on how to use the form. It's simple though! And we are here to help!